LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1-22.   (Cancelled)

23.   (**Currently Amended**) A method ~~of inter-module communication~~ comprising:

forming a message, wherein

said forming comprises

inserting customer relations management system information and other customer relations management system information into said message,

configuring said message to be pushed from a **~~customer relations management system~~ communication server** by encoding at least a portion of said message in a **~~markup language~~ standard format recognized by said communication server and a channel driver**,

receiving an incoming customer support request at said **~~customer relations management system~~ communication server**, wherein

said **~~customer relations management system~~ communication server** receives said incoming customer support request from [[a]] **said** channel driver in communication with a communications channel,

a media type of said communications channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communications channel using said media type, and

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causing said ~~customer relations management system~~ **communication server** to route said incoming customer support request to an agent,

said causing routes said incoming customer support request to said agent as a work item,

said causing routes said work item using said message,

said causing comprises pushing said message from said ~~customer relations management system~~ **communication server**,

said pushing is performed in response to said receiving said incoming customer support request,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding said agent,

said work item information comprises information regarding said work item,

said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification**; and**

communicating said message between said communication server and said channel driver, wherein

said message is configured to transport said customer relations management system information and said other customer relations management system information between said communication server and said channel driver.

24.   (Previously Presented) The method of claim 23, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

25.   (Original) The method of claim 24, wherein

said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

26.   (**Currently Amended**) The method of claim 23, further comprising:
communicating said message from ~~a commerce~~ **said communication** server to a
universal queuing system.

27.   (Previously Presented) The method of claim 23, further comprising:
forming said command, wherein said other customer relations management
system information comprises said command and said command is
defined such that a module receiving said message performs an operation.

28.   (Previously Presented) The method of claim 23, further comprising:
forming said request, wherein said other customer relations management system
information comprises said request and said request is configured to cause
a module receiving said message to reply with requested customer
relations management system information.

29.   (Previously Presented) The method of claim 23, further comprising:
forming said notification, wherein said other customer relations management
system information comprises said notification, and said notification is
generated by a module generating said message.

30.   (Previously Presented) The method of claim 23, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

31.   (Original) The method of claim 30, wherein
said agent-related function is initiated by one of an AgentLogin command, an
AgentLogout command, an AgentInitAuBWork command, an

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AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

32.   (Original) The method of claim 30, wherein said work item-related function is initiated by one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.

33.   (Original) The method of claim 30, wherein said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.

34.   (Original) The method of claim 30, wherein said administrative function is initiated by one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

35-36. (**Cancelled**)

37.   (**Currently Amended**) A computer system comprising: a processor; computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to

cause said processor to:

form a message, wherein

said forming comprises

inserting customer relations management system information and other

customer relations management system information into said

message,

configuring said message to be pushed from a ~~customer relations~~

~~management system~~ communication server by encoding at

least a portion of said message in a ~~markup language~~

standard format recognized by said communication server

and a channel driver,

receiving an incoming customer support request at said ~~customer~~

~~relations management system~~ communication server,

wherein

said ~~customer relations management system~~

communication server receives said incoming

customer support request from [[a]] said channel driver

in communication with a communications channel,

a media type of said communications channel is one of a

plurality of media types, and

said channel driver is configured to communicate with said

communications channel using said media type, and

causing said ~~customer relations management system~~

communication server to route said incoming customer

support request to an agent,

said causing routes said incoming customer support request to said agent

as a work item,

said causing routes said work item using said message,

said causing comprises pushing said message from said ~~customer~~

~~relations management system~~ communication server,

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said pushing is performed in response to said receiving said incoming

customer support request,

said customer relations management system information comprises at least

one of agent information and work item information,

said agent information comprises information regarding said agent,

said work item information comprises information regarding said work

item,

said other customer relations management system information is other

than said agent information and said work item information, and

said other customer relations management system information comprises

at least one of a command, a request and a notification**; and**

communicate said message between said communication server and

said channel driver, wherein

said message is configured to transport said customer relations

management system information and said other

customer relations management system information

between said communication server and said channel

driver.

38. (Previously Presented) The computer system of claim 37, wherein
said notification comprises at least one of notification of an event and

autonomously provided information.

39. (Previously Presented) The computer system of claim 38, wherein
said customer relations management system information further comprises at least

one of queuing information, statistical information, connection

information and rule information.

40.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

    communicate said message from ~~a commerce~~ **said communication** server to a
        universal queuing system.

41.   (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

    form said command, wherein said other customer relations management system
        information comprises said command and said command is defined such
        that a module receiving said message performs an operation.

42.   (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

    form said request, wherein said other customer relations management system
        information comprises said request and said request is configured to cause
        a module receiving said message to reply with requested customer
        relations management system information.

43.   (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

    form said notification, wherein
        said other customer relations management system information comprises
            said notification, and
        said notification is generated by a module generating said message.

44.   (Previously Presented) The computer system of claim 37, wherein
    said message defines a function, and
    said function is one of an agent-related function, a work item-related function, a
        statistics-related function and an administrative function.

45.   (**Cancelled**)

46.   (**Currently Amended**) A computer program product comprising:

a first set of instructions, executable on a computer system, configured to form a

message, wherein

said first set of instructions comprises

a first subset of instructions, executable on a computer system,

configured to insert customer relations management system

information and other customer relations management

system information into said message,

a second subset of instructions, executable on a computer system,

configured to configure said message to be pushed from a

~~**customer relations management system**~~ **communication**

server, wherein said second subset of instructions

comprises

a first sub-subset of instructions, executable on a computer

system, configured to encode at least a portion of

said message in a ~~**markup language**~~ **standard**

format recognized by said communication server

and a channel driver,

a third subset of instructions, executable on a computer system,

configured to receive an incoming customer support

request at said ~~**customer relations management system**~~

communication server, wherein

said ~~**customer relations management system**~~

communication server receives said incoming

customer support request from [[a]] **said** channel

driver in communication with a communications

channel, [[and]]

a media type of said communications channel is one of a

plurality of media types, and

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said channel driver is configured to communicate with

said communications channel using said media

type, and

a fourth subset of instructions, executable on a computer system,

configured to cause said ~~customer relations management~~

~~system~~ **communication server** to route said incoming

customer support request to an agent,

said causing routes said incoming customer support request to said agent

as a work item,

said causing routes said work item using said message,

said causing comprises pushing said message from said ~~customer~~

~~relations management system~~ **communication server**,

said pushing is performed in response to said receiving said incoming

customer support request,

said customer relations management system information comprises at least

one of agent information and work item information,

said agent information comprises information regarding said agent,

said work item information comprises information regarding said work

item,

said other customer relations management system information is other

than said agent information and said work item information, and

said other customer relations management system information comprises

at least one of a command, a request and a notification; **and**

a second set of instructions, executable on a computer system, configured to

communicate said message between said communication server and

said channel driver, wherein

said message is configured to transport said customer relations

management system information and said other customer

relations management system information between said

communication server and said channel driver; and

computer readable storage media, wherein said computer program product is

encoded in said computer readable storage media.

47.   (Previously Presented) The computer program product of claim 46, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

48.   (Previously Presented) The computer program product of claim 47, wherein

said customer relations management system information further comprises at least

one of queuing information, statistical information, connection

information and rule information.

49.   (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~second~~ **third** set of instructions, executable on said computer system,

configured to communicate said message from ~~a commerce~~ **said**

communication server to a universal queuing system.

50.   (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~second~~ **third** set of instructions, executable on said computer system,

configured to form said command, wherein said other customer relations

management system information comprises said command and said

command is defined such that a module receiving said message performs

an operation.

51. (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~second~~ **third** set of instructions, executable on said computer system,

configured to form said request, wherein said other customer relations

management system information comprises said request and said request

is configured to cause a module receiving said message to reply with

requested customer relations management system information.

52. (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~second~~ **third** set of instructions, executable on said computer system,

configured to form said notification, wherein

said other customer relations management system information comprises

said notification, and

said notification is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

54. (**Cancelled**)

55. (**Currently Amended**) An apparatus comprising:

a processor; ~~and~~

means for ~~inter-module communication comprising means for~~ forming a

message, wherein

said means for ~~inter-module communication~~ **forming said message** is

communicatively coupled to said processor,

said means for forming comprises

means for inserting customer relations management system
information and other customer relations management
system information into said message, and

means for configuring said message to be pushed from a ~~customer relations management system~~ **communication server**,

means for receiving an incoming customer support request at said communication server, wherein

said communication server receives said incoming customer support request from a channel driver in communication with a communications channel,

a media type of said communications channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communications channel using said media type, and

means for causing said communication server to route said incoming customer support request to an agent,

said means for configuring comprises a means for encoding at least a portion of said message in a ~~markup language~~ **standard format recognized by said communication server and said channel driver**,

said means for causing routes said incoming customer support request to said agent as a work item,

said means for causing routes said work item using said message,

said means for **causing comprises means for** pushing said message from ~~customer relations management system~~ **said communication server**,

said means for pushing is configured to push said message in response to receipt of said incoming customer support request,

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said means for pushing is configured to route said message to an agent as a
work item,

said customer relations management system information comprises at least
one of agent information and work item information,

said agent information comprises information regarding said agent,

said work item information comprises information regarding said work
item,

said other customer relations management system information is other
than said agent information and said work item information, and

said other customer relations management system information comprises
at least one of a command, a request and a notification; **and**

**means for communicating said message between said communication server
and said channel driver, wherein**

**said message is configured to transport said customer relations
management system information and said other customer
relations management system information between said
communication server and said channel driver.**

56.   (Previously Presented) The apparatus of claim 55, wherein
said notification comprises at least one of notification of an event and
autonomously provided information.

57.   (Previously Presented) The apparatus of claim 56, wherein
said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

58.   (**Currently Amended**) The apparatus of claim 55, further comprising:
means for communicating said message from ~~a commerce~~ **said communication**
server to a universal queuing system.

59.   (Previously Presented) The apparatus of claim 55, further comprising:

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means for forming said command, wherein said other customer relations

management system information comprises said command and said

command is defined such that a module receiving said message performs

an operation.

60.   (Previously Presented) The apparatus of claim 55, further comprising:

means for forming said request, wherein said other customer relations

management system information comprises said request and said request

is configured to cause a module receiving said message to reply with

requested customer relations management system information.

61.   (Previously Presented) The apparatus of claim 55, further comprising:

means for forming said notification, wherein said other customer relations

management system information comprises said notification, and said

notification is generated by a module generating said message.

62.   (Previously Presented) The apparatus of claim 55, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

63-64. (**Cancelled**)

65.   (**Currently Amended**) A method comprising:

receiving a message, wherein

at least a portion of said message is encoded in a ~~markup language~~

standard format recognized by a communication server and a

channel driver,

said receiving comprises

receiving said message from ~~a customer relations management~~

~~system~~ **said communication server** upon said message

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being pushed from said ~~customer relations management system~~ communication server,

extracting customer relations management system information and other customer relations management system information from said message, and

decoding said at least said portion of said message in said ~~markup language~~ **standard format recognized by said communication server and said channel driver**,

said message is pushed from said ~~customer relations management system~~ **communication server** as a result of said ~~customer relations management system~~ **communication server**

receiving an incoming customer support request, **wherein said communication server receives said incoming customer support request from said channel driver in communication with a communications channel, a media type of said communications channel is one of a plurality of media types, and said channel driver is configured to communicate with said communications channel using said media type,**

identifying an agent to perform said incoming customer support request, and

routing said incoming customer support request as a work item to said agent,

said message is configured to ~~provide inter-module communications~~ **communicate said message between said communication server and said channel driver** by virtue of

said message comprising said customer relations management system information and said other customer relations management system information,

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said customer relations management system information

comprising at least one of agent information and work item

information,

said agent information comprising information regarding said

agent,

said work item information comprising information regarding said

work item,

said other customer relations management system information

being other than said agent information and said work item

information, and

said other customer relations management system information

comprising at least one of a command, a request and a

notification.

66.   (Previously Presented) The method of claim 65, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

67.   (Previously Presented) The method of claim 66, wherein

said customer relations management system information further comprises at least

one of queuing information, statistical information, connection

information and rule information.

68.   (Previously Presented) The method of claim 65, wherein

said receiving of said command occurs at a universal queuing system.

69.   (Previously Presented) The method of claim 65, further comprising:

performing an operation in response to receiving said command, wherein said

other customer relations management system information comprises said

command.

70.   (Previously Presented) The method of claim 65, further comprising:

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replying with requested customer relations management system information in
response to receiving said message, wherein said other customer relations
management system information comprises said request.

71.   (Previously Presented) The method of claim 65, wherein

said other customer relations management system information comprises said
notification, and

said notification is generated by a module generating said message.

72.   (Previously Presented) The method of claim 65, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

73.   (**Currently Amended**) A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to
cause said processor to:

receive a message, wherein

at least a portion of said message is encoded in a ~~markup~~
~~language~~ **standard format recognized by a**
communication server and a channel driver,
~~said computer code configured to cause said processor to~~
~~receive comprises~~

computer code configured to cause said processor to receive said
message from ~~a customer relations management system~~
said communication server upon said message being pushed
from said ~~a customer relations management system~~
communication server,

computer code configured to cause said processor to extract customer
relations management system information and other customer

relations management system information from said message, and

computer code configured to cause said processor to decode said at least said portion of said message in said ~~markup language~~ **standard format recognized by said communication server and said channel driver**,

said message is pushed from said ~~customer relations management system~~ **communication server** as a result of said ~~customer relations management system~~ **communication server**

receiving an incoming customer support request, **wherein said communication server receives said**

incoming customer support request from said channel driver in communication with a communications channel,

a media type of said communications channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communications channel using said media type,

identifying an agent to perform said incoming customer support request, and

routing said incoming customer support request as a work item to said agent,

said message is configured to ~~provide inter-module communications~~ **communicate said message between said communication server and said channel driver** by virtue of

said message comprising said customer relations management system information and said other customer relations management system information,

said customer relations management system information

comprising at least one of agent information and work

item information,

said agent information comprising information regarding said

agent,

said work item information comprising information regarding

said work item,

said other customer relations management system information

being other than said agent information and said work

item information, and

said other customer relations management system information

comprising at least one of a command, a request and a

notification.

74.   (Previously Presented) The computer system of claim 73, wherein
said notification comprises at least one of notification of an event and
autonomously provided information.

75.   (Previously Presented) The computer system of claim 74, wherein
said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

76.   (Previously Presented) The computer system of claim 73, wherein
said receiving of said command occurs at a universal queuing system.

77.   (Previously Presented) The computer system of claim 73, wherein said
computer code is further configured to cause said processor to:
perform an operation in response to receiving said command, wherein said other
customer relations management system information comprises said
command.

78.   (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

reply with requested customer relations management system information in

response to receiving said message, wherein said other customer relations

management system information comprises said request.

79.   (Previously Presented) The computer system of claim 73, wherein

said other customer relations management system information comprises said

notification, and

said notification is generated by a module generating said message.

80.   (Previously Presented) The computer system of claim 73, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

81.   (**Currently Amended**) A computer program product comprising:

a first set of instructions, executable on a computer system, configured to receive

a message, wherein

at least a portion of said message is encoded in a ~~markup language~~

standard format recognized by a communication server and a

channel driver,

said first set of instructions comprises

a first subset of instructions, executable on a computer system,

configured to receive said message from ~~a customer~~

~~relations management system~~ **said communication**

server upon said message being pushed from said

~~customer relations management system~~ **communication**

server,

a second subset of instructions, executable on a computer system,

configured to extract customer relations management

system information and other customer relations

management system information from said message, and

a third subset of instructions, executable on a computer system,

configured to decode said at least said portion of said

message in said ~~markup language~~ **standard format**

recognized by said communication server and said

channel driver,

said message is pushed from said ~~customer relations management~~

~~system~~ **communication server** as a result of said ~~customer~~

~~relations management system~~ **communication server**

receiving an incoming customer support request, **wherein**

said communication server receives said

incoming customer support request from

said channel driver in communication

with a communications channel,

a media type of said communications channel is

one of a plurality of media types, and

said channel driver is configured to

communicate with said communications

channel using said media type,

identifying an agent to perform said incoming customer

support request, and

routing said incoming customer support request as a work

item to said agent,

said message is configured to ~~provide inter-module communications~~

communicate said message between said communication server

and said channel driver by virtue of

said message ~~comprises~~ **comprising** said customer relations

management system information and said other customer

relations management system information,

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said customer relations management system information comprises
at least one of agent information and work item
information,

said agent information comprises information regarding said agent,

said work item information comprises information regarding said
work item,

said other customer relations management system information is
other than said agent information and said work item
information, and

said other customer relations management system information
comprises at least one of a command, a request and a
notification; and

computer readable storage media, wherein said computer program product is
encoded in said computer readable storage media.

82.   (Previously Presented) The computer program product of claim 81,
wherein

said notification comprises at least one of notification of an event and
autonomously provided information.

83.   (Previously Presented) The computer program product of claim 81,
wherein

said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

84.   (Previously Presented) The computer program product of claim 81,
wherein

said receiving of said command occurs at a universal queuing system.

85.   (Previously Presented) The computer program product of claim 81,
wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to

perform an operation in response to receiving said command, wherein said

other customer relations management system information comprises said

command.

86.   (Previously Presented) The computer program product of claim 81,
wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to

reply with requested customer relations management system information

in response to receiving said message, wherein said other customer

relations management system information comprises said request.

87.   (Previously Presented) The computer program product of claim 81,
wherein

said other customer relations management system information comprises said

notification, and

said notification is generated by a module generating said message.

88.   (Previously Presented) The computer program product of claim 81,
wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

89.   (**Currently Amended**) An apparatus comprising:

a processor; and

means for receiving a message, wherein

said means for receiving is communicatively coupled to said processor,

at least a portion of said message is encoded in a ~~markup language~~

<u>**standard format recognized by a communication server and a**</u>

<u>**channel driver**</u>,

said means for receiving comprises

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means for receiving said message from ~~a customer relations management system~~ **said communication server** upon said message being pushed from said ~~customer relations management system~~ **communication server**,

means for extracting customer relations management system information and other customer relations management system information from said message, and

means for decoding said at least said portion of said message in said ~~markup language~~ **standard format recognized by said communication server and said channel driver**,

said message is pushed from said ~~customer relations management system~~ **communication server** as a result of said ~~customer relations management system~~ **communication server**

receiving an incoming customer support request, **wherein said communication server receives said incoming customer support request from said channel driver in communication with a communications channel, a media type of said communications channel is one of a plurality of media types, and said channel driver is configured to communicate with said communications channel using said media type,**

identifying an agent to perform said incoming customer support request, and

routing said incoming customer support request as a work item to said agent,

said message is configured to ~~provide inter-module communications~~ **communicate said message between said communication server and said channel driver** by virtue of

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said message comprising said customer relations management

system information and said other customer relations

management system information,

said customer relations management system information

comprising at least one of agent information and work item

information,

said agent information comprising information regarding an agent,

said work item information comprising information regarding a

work item,

said other customer relations management system information

being other than said agent information and said work item

information, and

said other customer relations management system information

comprising at least one of a command, a request and a

notification.

90.   (Previously Presented) The apparatus of claim 89, wherein
said notification comprises at least one of notification of an event and
        autonomously provided information.

91.   (Previously Presented) The apparatus of claim 90, wherein
said customer relations management system information further comprises at least
        one of queuing information, statistical information, connection
        information and rule information.

92.   (Previously Presented) The apparatus of claim 89, wherein
said receiving of said command occurs at a universal queuing system.

93.   (Previously Presented) The apparatus of claim 89, further comprising:

means for performing an operation in response to receiving said command,

      wherein said other customer relations management system information

      comprises said command.

94.   (Previously Presented) The apparatus of claim 89, further comprising:

means for replying with requested customer relations management system

      information in response to receiving said message, wherein said other

      customer relations management system information comprises said

      request.

95.   (Previously Presented) The apparatus of claim 89, wherein

said other customer relations management system information comprises said

      notification, and

said notification is generated by a module generating said message.

96.   (Previously Presented) The apparatus of claim 89, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

      statistics-related function and an administrative function.

97-98. (Cancelled)

99. (Cancelled)

100.   (**Currently Amended**) The method of claim 23, wherein forming [[a]]

said message further comprises:

      packaging and un-packaging said customer relations management system

          information and said other customer relations management system

          information using a data transfer protocol.

101.   (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

  package and un-package said customer relations management system information and said other customer relations management system information using a data transfer protocol.

102.   (Previously Presented) The computer program product of claim 46, wherein said first set of instructions further comprises:

  a fifth subset of instructions, executable on said computer system, configured to package and un-package said customer relations management system information and said other customer relations management system information using a data transfer protocol.

103.   (Previously Presented) The apparatus of claim 55, wherein said means for forming further comprises:

  means for packaging and un-packaging said customer relations management system information and said other customer relations management system information using a data transfer protocol.

104.   (**New**) The method of claim 23, wherein

an interface between said communication server and a plurality of channel drivers is configured to provide communications between said communication server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

105.   (**New**) The computer system of claim 37, wherein

an interface between said communication server and a plurality of channel drivers

is configured to provide communications between said communication

server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a

plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

106.   (**New**) The computer program product of claim 46, wherein

an interface between said communication server and a plurality of channel drivers

is configured to provide communications between said communication

server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a

plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

107.   (**New**) The apparatus of claim 55, wherein

an interface between said communication server and a plurality of channel drivers

is configured to provide communications between said communication

server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a

plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.